THE LAST TWO FEET

Failures and Suggestions for Amateur Radio

MY BACKGROUND

30 years as a
wine expert
17 years in
amateur radio
6 years as a
trainer with AEMA
8 years as a
restaurant bus boy
ICS Instructor Trainer

- 2003 Kelowna Firestorm (30,000 evacuated)
- 2010 Cypress/Medicine Hat Floods (1/500 year event)
- 2010 Airdrie Train Derailment (possible evacuation of 47,000)
- 2011 Slave Lake Wildfire (most damaging fire in Canadian history)
- 2012 Sundre pipeline break (2nd worst in Alberta history)
- 2013 High River Flood (Costliest disaster in Canadian History)

THIS ISN’T FOR YOU!

- You’re here! Thousands of amateurs are not!
- I got my start here – William Lokey
- Understanding and ideas
- Highly recommend Duane Mariotti’s presentation (yesterday)

THE TWO FOOT GAP

- Exercise at Vancouver’s Ecomm building (911/ECC)
- Deliberation communications failure built in.
- The two foot gap!

HOW LONG?

- How long have we been doing emergency communications?
- Are we any further ahead with served agencies?
- An old married couple!
- As a trainer – try something new until you find something that works, then hone it
- As an ICS instructor – there’s always a plan B

WINE BACKGROUND HELPS

- Sales training “Seek FIRST to understand, THEN to be understood.
- Our discussions tend to be “We have vests and mag-signs
- Not “Who do WE think we are?” but “Who do YOU think we are?”

ASK THE KEY QUESTIONS

- We need to know “What do YOU need from us?
- “What are your communications issues?”
- Even emergency managers don’t know what their NEEDS are.
- Airdrie and Edmonton IC failures
- The parking lot

DON’T OVER-PROMISE

- We can’t cover every location required
- How many messages can we send in an hour?
- How many messages do 700 organizations need in an hour?
- Understand – if communications fails, it will be one of the first stood back up

DISASTER VS. EMERGENCY

- We rarely do emergency communications, except at events
- We do disaster communications, when emergency communications have been impacted
- Informal definition: Emergencies are for the routine/expected events (house fire, heart attack)
- Disaster are unexpected or exceed your resources
- What are the key disaster characteristics?

DISASTER CHARACTERISTICS

- Scope is not known
- Communications fails
- Emergency services affected
- Situation changing
- Unusual response
- Use of volunteers
- Things go wrong

COMMUNCITION FAILURES

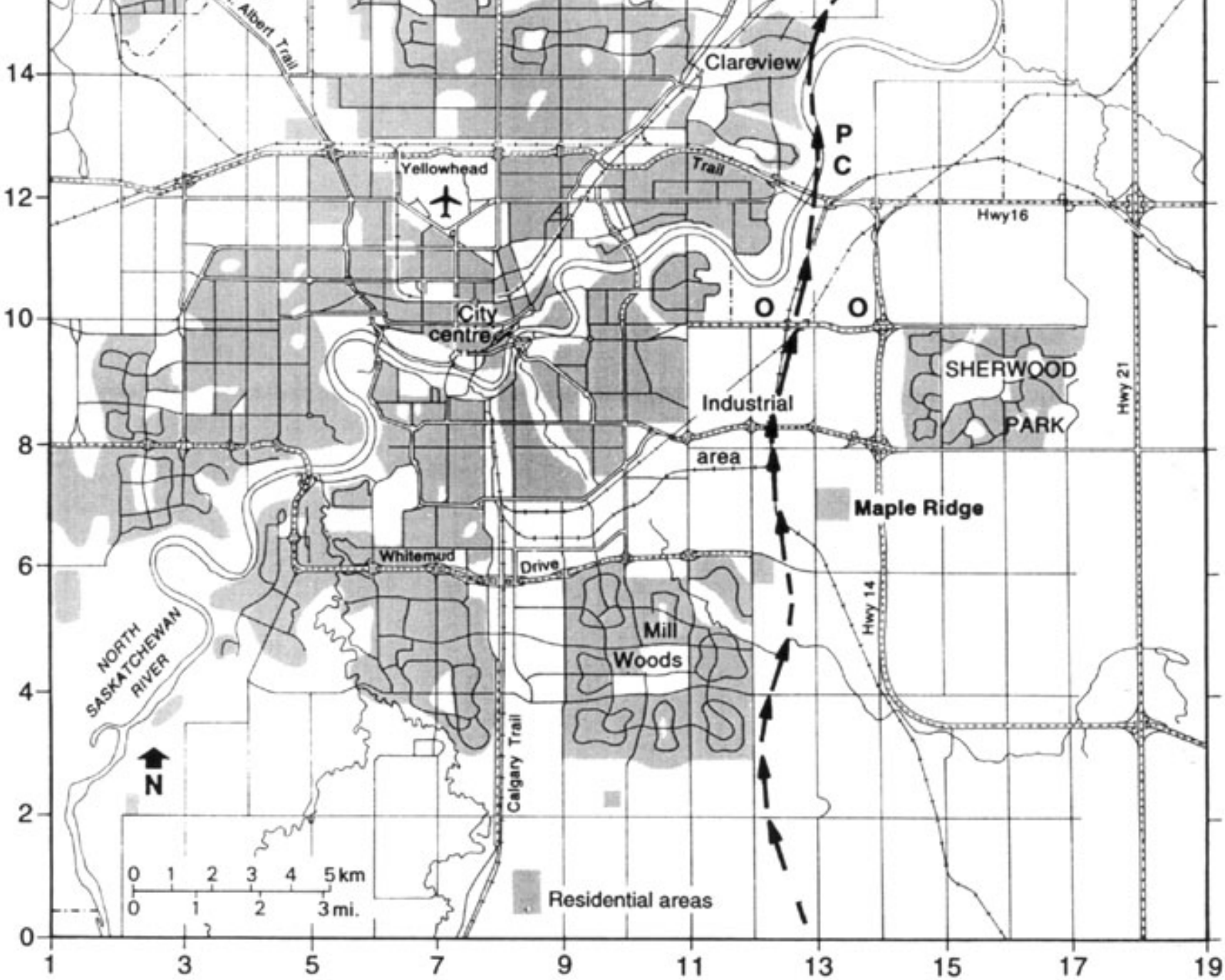
COMMUNICATION FAILURES

Four broad types:

- Time failure
- Mode failure
- Information failure
- Human failure

SCOPE NOT KNOWN

- Scope problem is before even communications failures
- “We don’t create messages!”
- Not knowing the scope is more of a problem than communications failures.
- You cannot respond appropriately without knowing what you are getting into.
- Communications failures add to lack of scope


Albert Trail
Clareview
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Industrial
area
Maple Ridge
Whitemud
Drive
Hwy 14
Mill
Woods
NORTH
SASKATCHEWAN
RIVER
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Calgary Trail
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0 1 2 3 mi.
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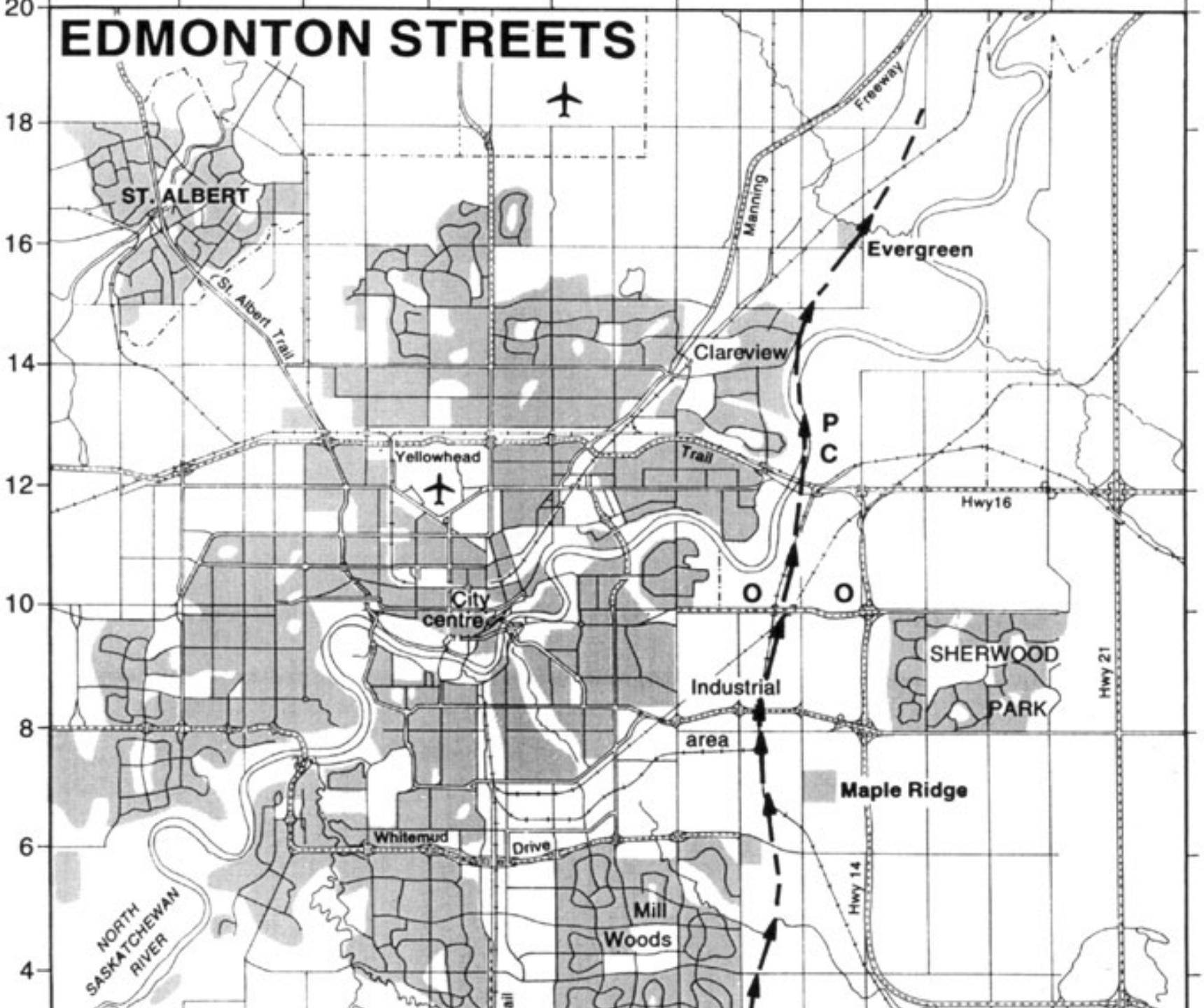
EDMONTON STREETS
20
18
16
14
12
10
8
6
4
ST. ALBERT
St. Albert Trail
Manning
Freeway
Evergreen
Clareview
Yellowhead
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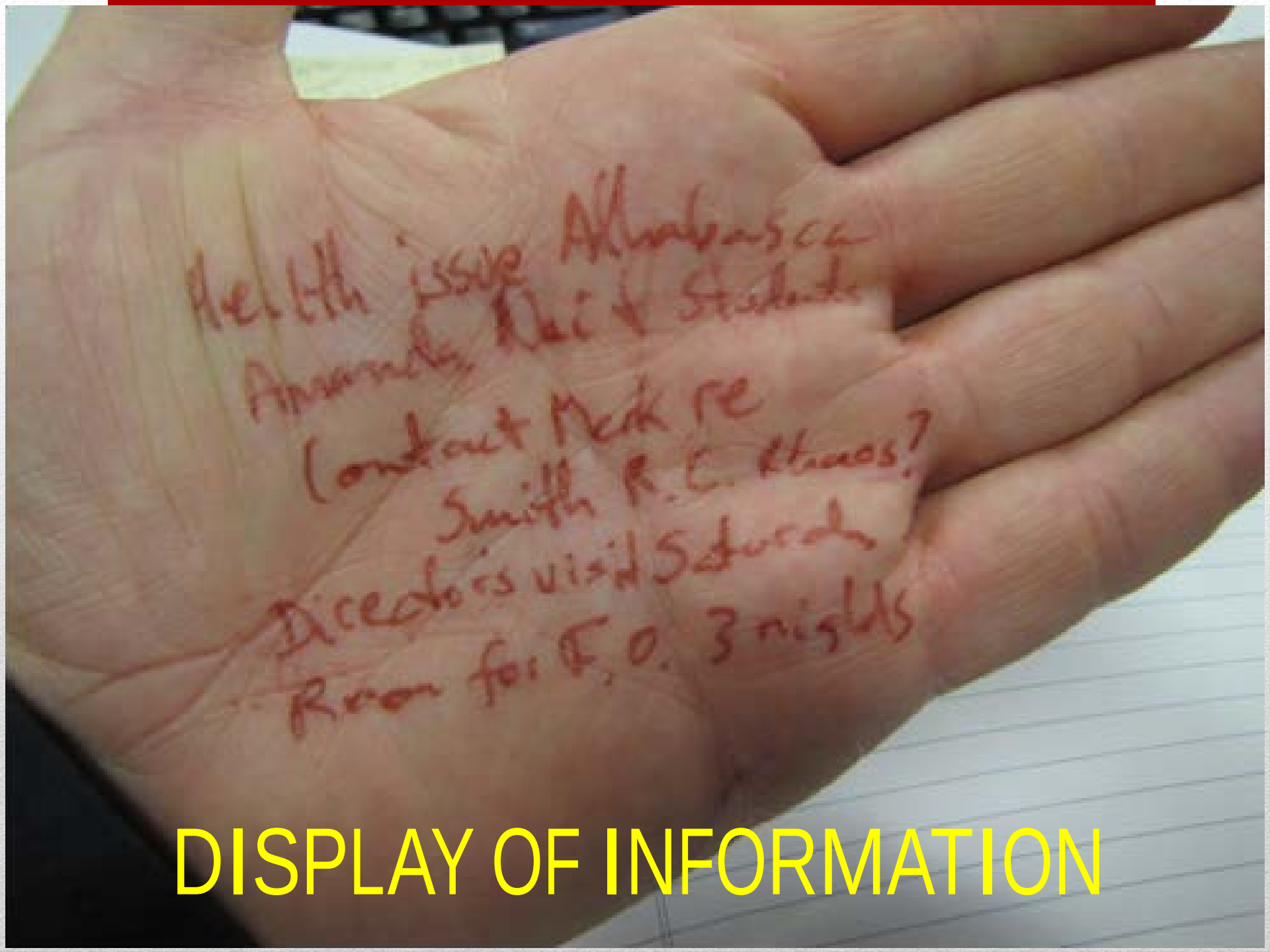
centre
Industrial
area
SHERWOOD
PARK
Hwy 21
Maple Ridge
Whitemud
Drive
Hwy 14
Mill
Woods
NORTH
SASKATCHEWAN
RIVER

CREATING SITUATON REPORTS

- A good situation report saves time, clarifies issues, focuses efforts, reduces stress
- Should include
  1. The Incident
  2. The Response
  3. The Desired Public Reaction
  4. Safety
- May include
  - Weather
  - Desired AR response
  - Spares

SITUATION REPORT

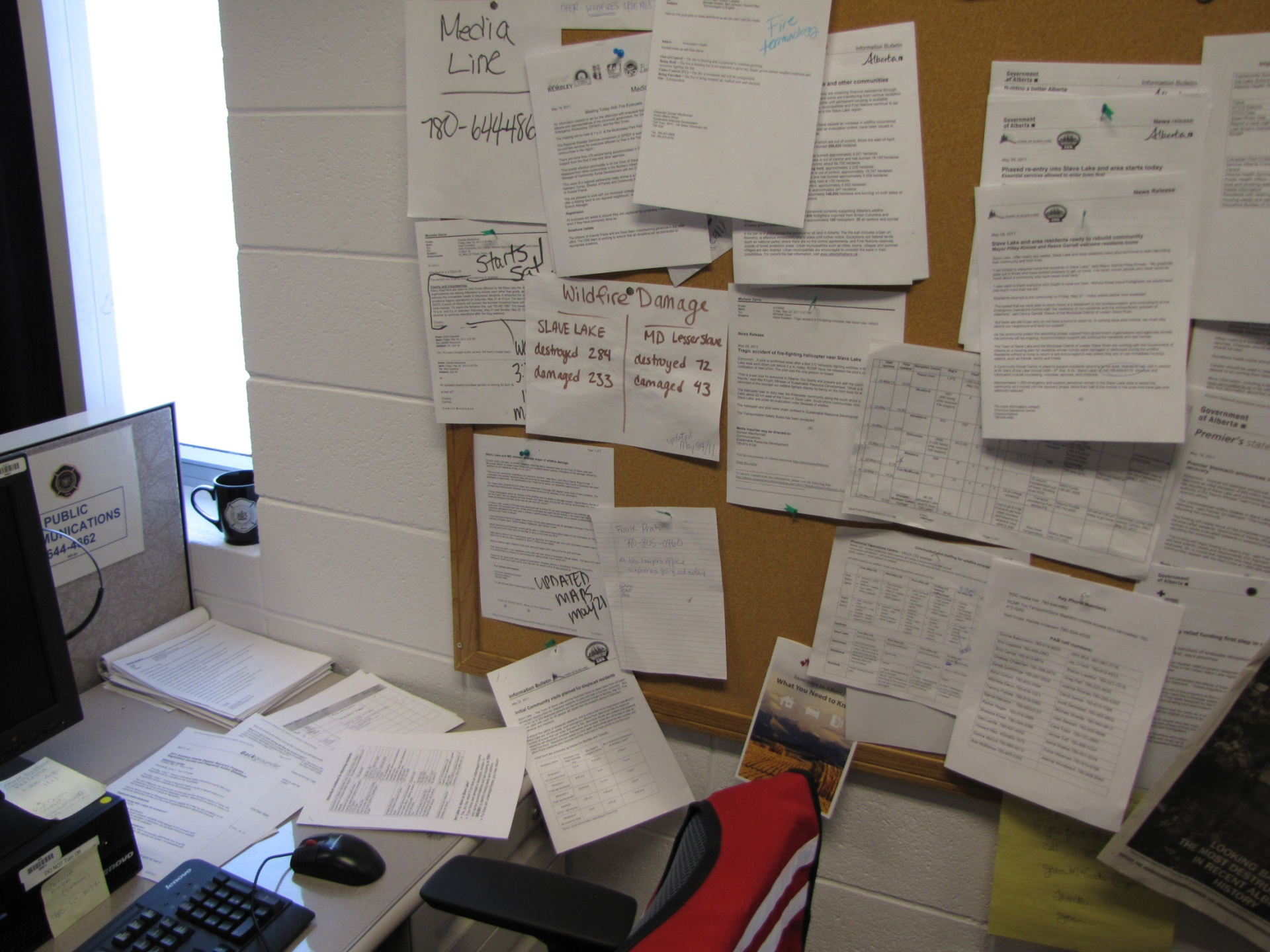
A QUICK DEMONSTRATION



DISPLAY OF INFORMATION

CAPTURE ≠ DISPLAY

- Big mistake in emergency management
- Computers, smartphones may increase the problem
- The information has to be made accessible/usable
- The difference between an exercise and an emergency can be seen on the walls


Media Line
780-644486
Fire terminology
Information Bulletin
Alberta
Government of Alberta
News release
Phased re-entry into Slave Lake and area starts today
Slave Lake and area residents ready to rebuild community
Starts Sat
Wildfire Damage
SLAVE LAKE
destroyed 284
damaged 233
MD Lesser Slave
destroyed 72
damaged 43
updated May 24/11
Tragic accident of fire-fighting helicopter near Slave Lake
Premier's state
PUBLIC
UPDATED
MAPS
May 21
Initial Community visits planned for displaced residents
What You Need to Kn
Key Phone Numbers
PAB cell numbers
Background
lenovo

AEMA
ALBERTA EMERGENCY MANAGEMENT AGENCY
" Alberta – A Province Prepared"

ALBERTA EMERGENCY MANAGEMENT AGENCY
AGENDA
INTRODUCTIONS
ESTABLISHMENT OF COMMAND STAFF & ROLES
REVIEW OF OBJECTIVES
UPDATE - CURRENT
ESTABLISH NEW OBJ
FINAL ROUND TABLE
1 MAG PARTICLE TESTING 1100
1) Metallurgist
2) Mitigation Plans
3) Agriculture Update
4) Update EOC
5) Run Off Plan
RCMP

ALBERTA EMERGENCY MANAGEMENT AGE
4/08/2010
#5
1) Metalurgist IC
2) Mitigation Plan Scott Hagarty
3) Agrium Update Stan Risk
a) Identification Per Tank
b) Road Update
4) Update EOC IC
5) Run Off Plan Alta Environment
District Chief Calgary - Safety Officer
Air Monitoring Lead CTH
MAG PARTICLE TESTING 1100
STAFF
DON WILSON
LES TAKSAS
STEVE BAGLEY
LOGISTICS CHIEF
FINANCE/ ADMIN.
SCOTT HAGGARTY
CORTH RABEL
CRAIG McCALLUM
CANADIAN PACIFIC
MIKE

Who is she talking to?

VE6EMS

AMATEUR RADIO

STATION: VE6EMS

INCIDENT STATUS: Exercise

OPERATIONAL PERIOD: 09:00 - 16:00

INCIDENT OBJECTIVES: Support EOC Exercise

Monitor VE6UV

Monitor VE6HM

Current Issues:

13:24 Incident Commander Needs Steamer Truck

EFS Informed

No confirmation yet

OPERATING STATIONS (TACTICAL)

EOC	TOX
HARRY AINLIE	OH
QUEEN E.	WDE
MEHAR.	NHZ
JPP	KOW
JASPER PLACE	AEW
SPARE 1	NPL

INCIDENT OBJECTIVES
① Voice link between the EOC and ICP
② Amateur TV from Air 1 to the EOC and ICP
③ Voice links to Strathcona Police and Staging Areas if available operators
CURRENT ISSUES
SAFETY MESSAGE
① Mandatory Roll Calls and Situation Reports
② Log EVERYTHING
③ "No Go" within 3 blocks of Whyte Avenue unless assigned
Air 1
Finance/Callout
Salvation Army
Spare 1
Spare 2 Logistics
Spare 3
Spare 4
Spare 5
Spare 6
Spare 7
Spare 8
TCN
NGR
ALP
TVN
BKD
VB
MVP
AHGS
SA
GJW
PRP
SUPER
SWEETENER
KENWOOD

VEGEMS

AMATEUR RADIO (ARES)

INCIDENT NAME: HOCKEY

ARES STATUS: ACTIVE

OPERATIONAL PERIOD: 17:00-03:00

INCIDENT OBJECTIVES:

1. Voice Link between the EOC and ICP
2. Amateur TV from Air 1 to the EOC and ICP
3. Voice links to Strathcona Police and Staging Areas if available operators

CURRENT ISSUES:

SAFETY MESSAGE

1. Mandatory Roll Calls and Situation Reports
2. Log EVERYTHING
3. "No Go" within 3 blocks of Whyte Avenue unless assigned

INCIDENT COMMAND	GGG
	TOX-dep.
OPERATIONS	PDD
The "Rock"	RHS
Air 1	AEW
Finance/Callout	~~TCN~~
Salvation Army	NGR
	ALP
Spare 1	~~TVN~~ Phone
Spare 2 Logistics	~~BKO~~
Spare 3	~~VB~~ Phone
Spare 4	MVP
Spare 5	AHGS-
Spare 6	~~SA~~ Phone
Spare 7	~~GJW~~
Spare 8	~~TRP~~ Phone

- 2011 Slave Lake wildfire – 10,000+ evacuated
- Loss of communications to ECC / Field Officer
- Deployment of amateur radio
- Re-established communications
- Back-up link also established
- Portable station in parking lot outside ECC

AMATEUR RADIO DURING AN EVACUATION

WHERE THEY NEED TO BE!

- You can’t stay in your ham shack when the action is outside.
- Nobody is coming to you – they don’t know you and they don’t know what you do.
- You can’t be situationally aware if you are in the ham shack.

Be in the game, not at the game

- 2003 Kelowna fire evacuations – 30,000 evacuated
- Vehicle break-ins in reception centre parking lot
- Single female security guard after midnight
- No backup, no dispatch
- Asked amateur radio to monitor an FRS radio for her
- The reply

- “Do not use” Why not?
- Who put it up? When was this tag put up?
- Why can’t it be used?
- What alternatives are available?

YOU WON’T BE DOING JUST COMMS

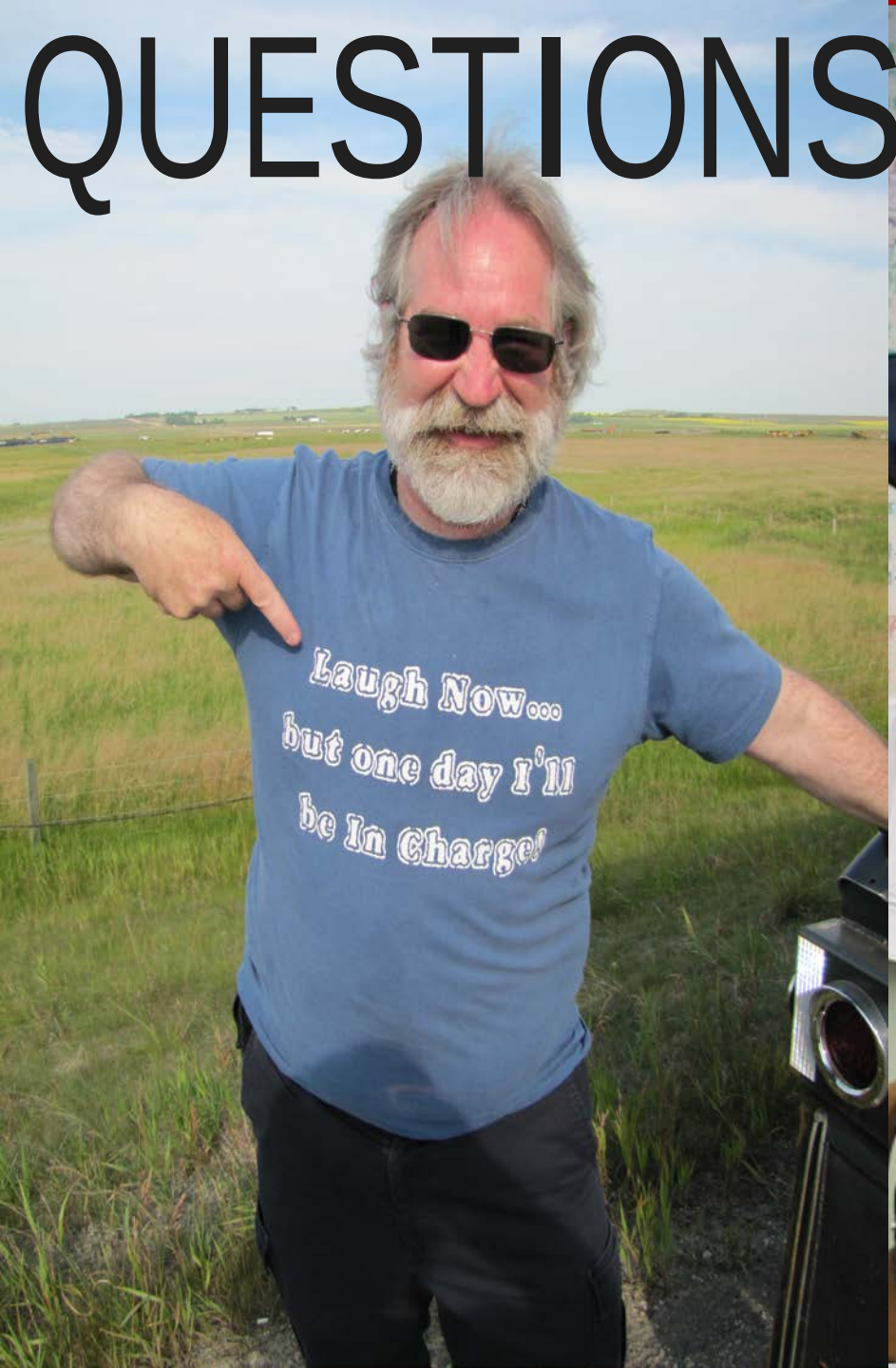
- In a disaster, nobody does only what they are trained to do.
- Vince d’Eon
- Tom; bus driver, water boy, photos, close bridge

SUCCESS STORY

05/05/05

- Hazardous materials fire at recycling plant
- Posting the situation on the board
- No reports from the IC
- Direction of smoke
- Getting the weather forecast
- Open the reception centre
- Shadowing the IC

WHAT DO WE NEED?

- We need you to THINK
- We need you to KNOW (ICS, disaster characteristics, communications failures, station operation)
- We need you to TRAIN (ICS, messaging)
- We need you to COOPERATE (not just a ham)
- We need you to be GOOD at this

QUESTIONS?